

# The Villages DAILY SUN

Published Daily  
Lady Lake, Florida  
State of Florida  
County Of Lake

Attach Notice Here

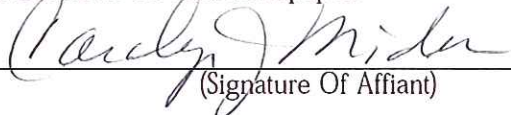


Before the undersigned authority personally appeared  
Carolyn J. Midora, who on oath

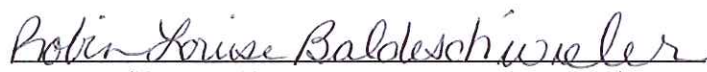
says that she is Legal Ad Coordinator of the DAILY SUN,  
a daily newspaper published at Lady Lake in Lake  
County, Florida with circulation in Lake, Sumter and  
Marion Counties; that the attached copy of  
advertisement, being a Legal Ad # 260955  
in the matter of Request for Proposals

in the \_\_\_\_\_ court, was published in said  
newspaper in the issues of October 5, 2010

Affiant further says that the said Daily Sun is a  
newspaper published at Lady Lake in said Lake  
County, Florida, and that the said newspaper has  
heretofore been continuously published in said Lake  
County, Florida, each week and has been entered as  
second class mail matter at the post office in Lady  
Lake, in said Lake County, Florida, for a period of one  
year next preceding the first publication of the attached  
copy of advertisements; and affiant further says that he  
has neither paid nor promised any person, firm or  
corporation any discount, rebate, commission or refund  
for the purpose of securing this advertisement for  
publication in the said newspaper.

  
(Signature Of Affiant)

Sworn to and subscribed before me this 22  
day of October, 2010.

  
(Name of Notary typed, printed or stamped)

Personally Known ☒ or  
Production Identification \_\_\_\_\_  
Type of Identification Produced \_\_\_\_\_

Coordinator  
Mailing Address: 7375 Powell  
Road  
Wildwood, FL 34785  
E-mail: Amanda.Taylor@sum-  
tercountyfl.gov  
Fax: (352) 689-4435

The deadline for submission of  
questions relating to the RFP  
shall be November 10, 2010 at  
5:00 PM. Proposals must be re-  
ceived by the County no later  
than 10:00am, December 3,  
2010. Proposals will be opened  
at 10:05am on December 3,  
2010 in Room 1052 at The Vil-  
lages Sumter County Service  
Center, 7375 Powell Road, Wild-  
wood, FL 34785. Late submittals  
will be rejected and returned un-  
opened to the Proposer. Propo-  
sals must be firmly sealed in  
packaging that is clearly marked  
on the outside: "Board of Sumter  
County Commissioners Emer-  
gency Ambulance Services RFP  
172-0-2010/AT". Sealed Propo-  
sals must be mailed or delivered  
to Mrs. Amanda Taylor at the  
above listed address.

Upon submission, all Proposals  
become the property of the  
County, who has the right to  
use any or all ideas presented in  
any Proposal submitted in re-  
sponse to this RFP, whether  
or not the Proposal is accepted.  
Proposals will be opened imme-  
diately following the due  
date and time.

BOARD OF COUNTY  
COMMISSIONERS  
SUMTER COUNTY, FLORIDA  
#260955 October 5, 2010

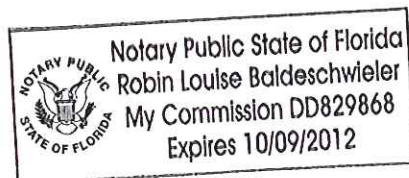
## REQUEST FOR PROPOSALS

Notice is hereby given that the  
Board of County Commissioners  
of Sumter County,  
Florida, will be receiving propos-  
als for the following:

"SUMTER COUNTY EMER-  
GENCY AMBLUANCE SERV-  
ICES"

Detailed proposals are available  
upon request by calling (352)  
689-4435, or by coming to the  
Sumter County Board of County  
Commissioners Office, Financial  
Services Department, 7375  
Powell Road, Wildwood, Florida,  
34785 or by contacting  
Demand Star at 1-800-711-1712  
or www.DemandStar.com.

All inquiries and questions re-  
garding this RFP must be made  
only to the contact  
identified below and shall be  
made in writing by fax, e-mail, or  
mail:  
Amanda Taylor, Procurement



RFP 172-0-2010/AT Emergency Ambulance Services Mandatory Pre-Bid Meeting was held on November 1, 2010 at 10:00am in Room 1052 at The Villages Sumter County Service Center.

Chief William Gulbrandsen, Chief Michael Tucker, Deputy Chief Leland Greek and Tina Chavez were present to represent Sumter County staff and the Selection Committee.

Tina announced upcoming due dates as stated on Page #2 of the RFP Bid Document. Tina stated this meeting was a Mandatory Pre-Bid Meeting; therefore each person must sign in. It was explained that failure to sign in would result in that companies bid not being accepted even if they were present at the meeting.

Chief Gulbrandsen stated the meeting was being recorded only for the purpose for County staff to reference questions asked following the meeting.

Chief Gulbrandsen stated this contract was for Sumter County only. Chief Gulbrandsen reminded attendees that all questions must be posed in writing to Amanda Taylor. He also stated that if a company or person contacted anyone other than Amanda Taylor it was grounds for dismissal of their bid as stated within the bid document.

Chief Gulbrandsen explained because this meeting is mandatory the attendees were permitted to ask questions. However, if an answer could not be provided immediately companies were encouraged to email Amanda Taylor with their respective questions. Chief Gulbrandsen stated all questions and answers would be posted on Demand Star following the question deadline date.

The meeting was then opened for questions by attendees.

Question 1: What time period can be provided for CAD information? Chief Gulbrandsen stated there were two CAD systems. The Villages Public Safety Department and the Sumter Fire Department; however, 911 PSAP was used for both systems. Chief Gulbrandsen stated he would be able to get two years of data that included addressing and ambulance calls only. He stated longitude and latitudes would not be able to be provided.

Question 2: Are time stamps available? Chief Gulbrandsen stated most likely not. This information is kept by the current provider. Sumter County will be able to provide initial call time which is when the call was received into the PSAP and when it was TOT (Turned Over To) to ambulance service.

Question 3: Within the RFP it states primary provider rather than exclusive provider, please explain reason for wording? Chief Gulbrandsen stated primary was the intent over an exclusive provider and offered an example: Sumter County covers several miles of I-75. At the extreme north and south ends of our coverage area our mutual aid fire departments operate fire service based licensed EMS transport services. If mutual aid were requested for a mass casualty on I-75, we would not want to deter prompt transport of any patients by licensed ambulances at the scene. The word "exclusive" may be interpreted by some to exclude such fire service ambulances from transporting patients from Sumter County, even in automatic or mutual aid situations. It is the intent of the County to issue only one COPCN (Certificate of Public

Convenience and Necessity) for EMS Transport Services which would identify the primary provider.

Question 4: On the ALS (Advanced Life Support) unit when would the clock stop and would fines apply to non-transport arrival? Chief Gulbrandsen stated the clock would stop at the arrival of the ALS unit. In the submitted RFP packets the vendor can demonstrate transport vs. non-transport for Sumter County.

Question 5: Are The Villages response times available to vendors? Yes. An email request needs to be made in detail to Amanda Taylor regarding that information.

Question 6: Is financial information available on stand-by? Chief Gulbrandsen stated it is not available to the County since the County is not in the transport business. If vendor wanted to include stand-by fees as a part of their submission, the County would not be opposed to reviewing those fees.

Question 7: Does Lake and Sumter Counties share the same medical director? Chief Tucker stated no, they do not. Lake-Sumter EMS has one and The Villages Fire and Sumter Fire have one.

Question 8: Is the contractor responsible for extrication? Chief Gulbrandsen stated no.

Question 9: In the RFP document, Page #35 mentions, "The dispatch priorities are subject to change by the medical director"; explain. Chief Gulbrandsen stated it is referencing the vendor's medical director.

Question 10: In the RFP document Page #38, first paragraph states, " Primary patient care will be the responsibility of the agency that arrives on scene first and initiates patient care" in regard to ALS, will the vendor take over for patient care? Yes per Chief Gulbrandsen.

Question 11: In the RFP document on Page #41 regarding OSHA Compliance for employees of The Villages and Sumter County; is the intent for the contractor to provide all training? Chief Gulbrandsen stated that was not the intent. The intent was to make them aware they are required to train their employees as is the case for The Villages and Sumter County. Medical supplies might be shared when on a call so it is important for all to be trained and current with items and equipment being used.

Question 12: Regarding the radio system; will the vendor share or is inter-operability available? Chief Tucker stated currently The Villages is on 800 MHz in the northern portion of the county. The County is in the process of designing a county wide 800 MHz system to make sure communication is available between all agencies. Currently dispatch patches calls through from The Villages to Sumter County Fire. Sumter County Fire is currently on a VHF high-band 150 MHz system. Sumter will provide the radio frequencies for the vendor to use but the vendor is responsible for providing their own communication equipment with the ability to operate on all the systems.



Question 13: How are the calls transferred? Deputy Chief Greek, The Sumter County Sheriff's Office is transferring the caller to the provider and the provider is doing the pre-arrival instructions.

Question 14: In the RFP document, Page #30, first paragraph regarding Service Area; is the County going to provide the vendor with any assets? Chief Gulbrandsen stated that prior to the 2002 consolidation of Fire Services there was no Fire or Emergency Services Director. At that time assets were purchased directly through Sumter County and assigned to agencies. In the evolution from FL Regional to Lake-Sumter EMS, hard capital has not been purchased; however, there has been General Fund support of the provider. Some assets of the current provider might have County asset tags. It is not the intent to go back to the old system. This is for information only. The items that are currently on Sumter County inventory will need to be verified annually as all other County inventory items by the successful company.

Question 15: Is the amount allotted in the General Fund budget available? Chief Gulbrandsen stated it was on the County website at [www.sumtercountyfl.gov](http://www.sumtercountyfl.gov).

Question 16: Is there a map of current Response Zones and can it be provided? Sumter County can provide the current zone map.

Question 17: In the RFP it talks about an ambulance zone being created and current zones already in existence. Is the intent to mirror that or create new zones? Chief Gulbrandsen stated he has been directed by the County Administrator to provide urban, suburban, and rural service areas. It is not finalized at this time but upon finalization the vendor can request the information.

Question 18: Are fines associated by zone or by type? Chief Gulbrandsen asked the vendor to email to Amanda Taylor with a more specific explanation of what is being asked. Chief Gulbrandsen stated to all vendors they have the option to create their own coverage zones and include them in their proposal if desired. The intention of urban, suburban, and rural service areas is as part of the performance agreement which recognizes fines to help determine the regional expectation percentile by response time.

Question 19: In the RFP document on Page #34 it states "equipment shall be compatible with the county's fire service agencies' equipment", what equipment does that mean specifically? Deputy Chief Greek stated this mainly refers to using the Physio Control brand Life Paks® but does not limit it to other items if required.

Question 20: In the RFP document Page #36 and 37 it talks about E-PCR. What brand preference does the County require and will the County provide that equipment or will the contractor need to provide? Chief Gulbrandsen stated the Patient Care Report being used right now is not done through electronic reporting. Sumter County Fire Rescue is currently switching to FireHouse® software and added that Fire House® is being used by the current ALS First Response units for electronic patient care reporting (E-PCR). Deputy Chief Greek stated if the vendor selected is using something that is E-PCR compatible, then Sumter County could consider switching to that software. The vendor could include that as part of their proposal submission.



Question 21: In relation to switching E-PCR brands who would provide the training; the contractor or the vendor of the equipment? Chief Gulbrandsen stated both the contractor and vendor of equipment would need to provide training on the software. Chief Gulbrandsen stated he would clarify this matter with an Addendum to Amanda Taylor who will post that information on Demand Star.

Question 22: In the RFP document Page #34 talks about replacement of supplies and equipment by the contractor; what is to be replaced specifically? Chief Gulbrandsen stated that this sentence should read "consumables" instead of "equipment". An Addendum correcting that sentence will be posted on Demand Star by Amanda Taylor.

Question 23: Does Sumter County and The Villages use the same brands of consumables and if so, can a list be provided? Chief Gulbrandsen stated yes they use the same consumables and yes, a list can be provided. It was made clear the list would be non-inclusive and not limited to those items used. The list will show the items and not necessarily the brand. Chief Greek stated there are standards to the equipment no matter what brand might be used.

Question 24: In the RFP document Page #6 regarding Worker's Compensation, can more information be given on the coverage through an employee leasing arrangement not being acceptable? Chief Gulbrandsen stated he would get with Sumter County's Risk Management Department for better clarification. **Use of an Employee Leasing Company is not acceptable. Employees must be covered under the entity's Workers Compensation Insurance Coverage.**

Question 25: What AVL (automatic vehicle locator) system is being used to view all vehicles? Chief Gulbrandsen stated currently they are using an RF Modulated Radio System through the Sumter County Sheriff's Office called Data Radio and the CAD software is Data Pursuit. The vendor is not required to use Sumter County's RF frequency as we understand that the method to transmit this data using cellular phone or "air card" technology is available. We also recognize that there are web-based AVL solutions and these too may be acceptable. These are things that can be negotiated with the successful vendor during contract negotiations. Chief Gulbrandsen stated the main goal is accessibility rather than compatibility and asked that this question be emailed to Amanda Taylor for better clarification.

Question 26: Who would monitor the AVL system? Chief Gulbrandsen stated the first point of monitoring would be the Sumter County PSAP then Sumter County Fire Rescue Shift Commanders.

Question 27: In the RFP document Page #25 defines the CAD center. How would connectivity to the contractor be handled? Chief Greek stated the 911 PSAP answers the calls and would then transfer the call to the contractor. Chief Gulbrandsen requested this question be posed in writing to Amanda Taylor so it can be answered properly.

Question 28: Would the contractor be able to have someone in the dispatch center? Chief Gulbrandsen stated that this is a possibility and that a vendor could include this in their proposal but it would be up to the Sheriff's Office to approve.



Chief Gulbrandsen encouraged attendees to email in writing anything they were questioning so all aspects of their questions were covered. Chief Gulbrandsen stated again that Data Pursuit was the CAD system that was currently being used.

Question 29: In the RFP document on Page #43 regarding First Responder Assistance fee; when will that be decided before or after acceptance of award? Chief Gulbrandsen stated that would be decided during the contract negotiation period between the County and the contractor.

Question 30: In the RFP document on Page #46 sub-section b, regarding medical malpractice requirements, would the contractor have to provide for the County, The Villages and the Sheriff's employees? Chief Gulbrandsen stated we would have to consult our Risk Management office and post the answer on Demand Star by Amanda Taylor. **No, coverage should not be expected for the County, The Villages and the Sheriff in the section referenced. The contractor should be responsible for medical malpractice as it pertains to their own employees.**

Question 31: Would the County be willing to consider extending the initial term of the contract from two years to five years? Chief Gulbrandsen stated the County would not extend the initial term and that it would remain two years as stated.

Question 32: What would the effective date be if a new contract was entered into? Chief Gulbrandsen stated the intent is to make a decision before April 1, 2011. If the decision is made to pursue a contract with a new vendor, a notice to terminate the existing Interlocal Agreement would have to be presented to Lake County as established in the current Interlocal Agreement with Lake County. If such a decision were to be made, it is the intent of Sumter County to present it to Lake County prior to April 1, 2011. Therefore, if a new contract were to be entered into it would not be effective until October 1, 2011. There will be clarification provided in detail on an Addendum regarding this matter.

Question 33: In the RFP document Page #45 section 3, regarding on-scene collection prohibited, is that for emergency only or in transport? Chief Gulbrandsen stated that should be amended to state "911 or emergency calls".

Question 34: How will reporting issues with accident reporting be handled? Chief Gulbrandsen stated we would need to check with our Risk Management Department and provide more information on this in an Addendum. **A copy of the entity's internal accident report should be submitted to Fire Services within 24 hours of the accident and forwarded to Risk Management.**

Question 35: Can the RFP due date be extended? Chief Gulbrandsen stated no.

Question 36: When will the Addendums and Q&A's be posted on Demand Star? Chief Gulbrandsen stated the question deadline was November 10, 2010 and would be posted on Demand Star by November 15, 2010.

The meeting adjourned at 11:01am.

RFP 172-0-2010/AT

Sumter County Emergency Ambulances Services

RFP 172-0-2010/AT Emergency Ambulance Services opening was held at 10:05 a.m. on December 3, 2010 at The Villages Sumter County Service Center, 7375 Powell Road, Room 1052, Wildwood, FL 34785.

In attendance for the RFP opening was selection committee members as follows: Bradley Arnold, William Gulbrandsen, and Michael Tucker. Tina Chavez was present to represent county staff.

Five (5) proposals were received in a timely manner and opened in no particular order as follows:

- 1) Edencay, 712 Newell Hill Road, Leesburg , FL 34748
  - a. Statement of "No Proposal"
    - i. Reason listed – Other with no remarks
- 2) Lifeguard Transportation Services, Inc., 4211 Jerry L. Maygarden Road, Pensacola , FL 32501
  - a. Statement of "No Proposal"
    - i. Reason listed – Other with remarks "Implementation dates not realistic to the magnitude of the project."
  - b. One electronic disk
- 3) Central Florida Ambulance, Inc. d/b/a American 3747 Silver Star Rd. Orlando, FL 32808
  - a. Statement of "No Proposal" (received by Fax)
    - i. Reason listed – Other with remarks "inability to fully utilize the efficiencies built into our current systems with the use of employee leasing services."
- 4) American Medial Response , 4914 W. Knox St., Tampa, FL 33635
  - a. All copies were received (original/unprotected denoted by "O" on label)
  - b. Addendums 1 to 7 acknowledged
  - c. No exceptions or deviations noted
  - d. Fees schedule listed
- 5) Rural/Metro Ambulance ,4728 Old Winter Garden, Orlando, FL 32811
  - a. All copies were received (3 per packet total of 18)
  - b. Addendums 1 to 3 acknowledged
  - c. No exceptions or deviations noted
  - d. Fees schedule listed

Each selection committee received a copy of each of the proposals, and Lake Sumter EMS received a copy of each proposal.

Meeting concluded at 10:17 a.m.

RFP 172-0-2010/AT

Sumter County Emergency Ambulances Services

The Selection Committee meeting was held at 10:00 a.m. on December 10, 2010 at The Villages Sumter County Service Center, 7375 Powell Road, Room 1052, Wildwood, FL 34785.

In attendance were Selection Committee members Bradley Arnold, County Administrator; William Gulbrandsen, Sumter County Fire Chief; Michael Tucker, The Villages Public Safety Chief; and Tina Chavez, Financial Services representative and Leland Greek, Sumter Fire Services Deputy Chief (to aide in back ground information and research). Additional persons present are listed on attached sign in sheet.

Two presentations were deemed to meet RFP qualifications. Bradley Arnold announced that this is a public meeting, and the only opportunity that Selection Committee members will have to discuss proposals prior to their presentations.

It was noted that Bradley Arnold asked Leland Greek to compare proposed customer rates to the current rates provided by Lake-Sumter EMS as well as staffing and equipment levels. Leland provided that information along with showing billing rates and subsidy rates from AMR and Rural Metro's proposals. Bradley provided his draft comparison spreadsheet to become a part of the attached file. Selection Committee members discussed areas that they would like to see vendors address as follows:

- 1) Proposed shifts, staffing levels, customer rates and number of ambulances provided to meet service levels requested in the RFP
- 2) GO space analyses
- 3) Interfacing with the Sheriff's Office dispatch (used in ambulance tracking)
- 4) Administrative/operational side of company - What is the availability? Hours of operation?
- 5) Station location maps (AMR needs to improve on)
- 6) Current equipment and supply vendor (AMR needs to address) so that there is a compatibility assurance between fire and EMS
- 7) Rural Metro needs to provide clarification on amount of personnel for this RFP
- 8) Integration of fire personnel (ride along, training opportunities)
- 9) Customer service policy, claims and billing component and the insurance process - How will each vendor address insurance and patient care from beginning to end during this process related to concern on the customer?
- 10) Interim equipment if being used what will that be - What would Sumter County be seeing on the road, and the quality of that equipment? (AMR needs to address)
- 11) Assurance of consistent equipment being used and what is being replaced and when by the vendor
- 12) Maintenance and standards of equipment/inventory updates
- 13) Rural Metro needs to demonstrate what is going on between Rural Metro and Orlando between the EMS component and fire



- 14) Rural Metro needs to better demonstrate sub-categories requested within the RFP and how they plan to provide for those items
- 15) Rural Metro provide deployment conclusion information
- 16) How will vendors provide during smaller significant event
- 17) Availability of the medical director - What is the access to locals? During staff training?
- 18) CAAS accreditation

In addition American Medical Response was also asked to be prepared to discuss:

- 1) Listed insurance claim regarding billing

Also mentioned, maybe during the contract negotiation stage, discussion can occur on joint dispatch with Fire Services. This would not be addressed in the presentation but may be addressed at a later time. Mr. Arnold also requested staff to begin back ground research process.

Each presentation will be 30 minutes long with 20 minutes for Questions and Answers. Ten (10) minutes will be set aside for the Selection Committee for discussion and scoring. First presentation shall be by Rural Metro and will begin at 10:00am on December 15, 2010 at The Villages Sumter County Service Center, 7375 Powell Road, Room 1052, Wildwood, FL 34785. Second presentation shall be by American Medial Response that will immediately follow.

Bradley stated the presentation meeting is open to the public and anyone is welcome to attend.

Meeting concluded at 10:40 a.m.

## **Brevard County Fire Rescue**

### **Ambulance Billing Rates**

Basic Life Support	\$501
Advanced Life Support I	\$541
Advanced Life Support II	\$627
Mileage (from incident site to receiving facility)	\$9.18
Oxygen	\$25

### **What does Pasco County Fire Rescue charge for ambulance service?**

Charges are based on the level of service provided. Levels of service are defined by the Centers for Medicare and Medicaid Services (CMS). Emergency Advanced Life Support (ALS1) service is \$450.00 and \$9.00 per mile; Emergency Advanced Life Support (ALS2) service is \$525.00 and \$9.00 per mile; Rescue Assist service is \$75.00.

## **Emergency Medical Services**

### **EMS Billing Information**

The Hernando County Board of County Commissioners has approved the following EMS charges :

ALS Non-Emergency	\$ 450.00
ALS Emergency	\$ 450.00
ALS II Emergency	\$ 575.00
BLS Non-Emergency	\$ 355.00
BLS Emergency	\$ 355.00
All Mileage	\$ 9.00
Extrication	\$ 150.00
On Scene Care	\$ 75.00

rates as of June 1, 2008

**What does Pasco County Fire Rescue charge for ambulance service?**

Charges are based on the level of service provided. Levels of service are defined by the Centers for Medicare and Medicaid Services (CMS). Emergency Advanced Life Support (ALS1) service is \$450.00 and \$9.00 per mile; Emergency Advanced Life Support (ALS2) service is \$525.00 and \$9.00 per mile; Rescue Assist service is \$75.00.

## **Emergency Medical Services**

### **EMS Billing Information**

The Hernando County Board of County Commissioners has approved the following EMS charges :

<b>ALS Non-Emergency</b>	<b>\$ 450.00</b>
<b>ALS Emergency</b>	<b>\$ 450.00</b>
<b>ALS II Emergency</b>	<b>\$ 575.00</b>
<b>BLS Non-Emergency</b>	<b>\$ 355.00</b>
<b>BLS Emergency</b>	<b>\$ 355.00</b>
<b>All Mileage</b>	<b>\$ 9.00</b>
<b>Extrication</b>	<b>\$ 150.00</b>
<b>On Scene Care</b>	<b>\$ 75.00</b>
rates as of June 1, 2008	





**LEON COUNTY  
EMERGENCY MEDICAL SERVICES**

## EMS Billing Rates

Updated October 2010

TYPE OF SERVICE	FY 2011 RATE
Stand-by, 2 crew members w/ vehicle	\$130/hr (3 hour min)
Stand-by, 1 crew member, no vehicle	\$65/hr (3 hour min)
First Aid/Assessment	\$326
Basic Life Support Non-Emergency Base	\$472
Basic Life Support Emergency Base	\$787
Advanced Life Support 1 Non-Emergency Base	\$630
Advanced Life Support 1 Emergency Base	\$943
Advanced Life Support 2 Base	\$1,099
Specialty Care Transport Base	\$1,099
Transport Mileage	\$14.74/mile

# Sunstar PARAMEDICS



**camts**  
Commission on Accreditation of Medical Transport Systems

OUR MISSION IS "TO PROVIDE COMPASSIONATE QUALITY CARE AND SERVICE TO OUR COMMUNITY."

## Billing Rates

Effective Jul 1, 2010

Type of Service	Rate
Advanced Life Support	\$521.81 Per Person
Advanced Life Support 2	\$620.10 Per Person
Critical Care Ambulance	\$891.57 Per Person
Advanced Life Support – out of town	\$521.81 Per Person
Mileage per loaded mile	\$11.79
Waiting time per half hour	\$57.77
Dedicated Standby per hour (3 hour minimum)	\$104.58
Non-Dedicated Standby per hour	\$52.23
Baker Act specialty transport	\$116.81
Patient Expired at Scene	\$334.96

Certain aspects of our rate schedule are mandated by the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS). We do not offer any discounts on service rates. For other billing questions, please contact the Sunstar Billing Department at 727-582-2008.

# Sumter EMS

Subsidy

\$2,440,656.00

## Billing Rates

Basic Life Support, Non-Emergency	\$300.00
Basic Life Support, Emergency	\$350.00
Advanced Life Support, Non-Emergency	\$430.00
Advanced Life Support, Emergency	\$475.00
Advanced Life Support, Level 2	\$575.00
Specialty Care Transport	\$575.00
Mileage	\$8.25/mile
Rural Mileage	\$10.50/mile

# AMR

OPTION 1  
OPTION 2

Subsidy

\$1.85 Million  
\$1.2 Million

## Billing Rates

	Yr 1	Yr 2
ALS1 Emergency Base Rate	\$475.00	\$490.00
ALS1 Non-Emergency Base Rate	\$430.00	\$445.00
SCT / CCT Base Rate	\$575.00	\$595.00
ALS2 Base Rate	\$575.00	\$595.00
Mileage	\$8.25/mile	\$8.54
Rural Mileage	\$10.50/mile	\$10.87
Site-Based EMS Standby Rate	\$125 /per hour	\$130.00

# Rural Metro

Subsidy

\$1.3 Million

## Billing Rates

BLS 1	\$425.00
BLS Emergency	\$475.00
ALS 1	\$525.00
ALS 1 Emergency	\$575.00
ALS 2	\$675.00
Mileage	\$13.50
Emergency Standby for Special Events	
EMT per Hour	\$75.00
BLS Staffed Unit	\$100.00
ALS Fly Car with Paramedic	\$100.00
ALS Staffed Unit	\$125.00



	Customer Rates			Subsidy			Staffing		
	<u>AMR</u>	<u>R/M</u>	<u>LSEMS</u>	<u>AMR</u>	<u>R/M</u>	<u>LSEMS</u>	<u>AMR</u>	<u>R/M</u>	<u>LSEMS</u>
ALS1 E	\$	490.00	\$ 575.00	\$ 1,850,000.00	\$ 1,320,000.00	\$ 2,087,000.00	4/24 - 1/12 - 2/10	32	48
ALS1 NE	\$	445.00	\$ 525.00			*2.55M - 2009	6/24 - 3/10 - 3/8	8	10
SCT/CCT	\$	595.00							
ALS2	\$	595.00	\$ 675.00						
Mileage	\$8.54 / \$10.87	\$ 13.50							
Site-Based	\$	130.00	\$ 125.00						

Personnel  
Shifts  
Ambulances

Bradley Arnold  
spreadsheet turned it @ the meeting.  
12-10-2010

RFP 172-0-2010/AT Emergency Ambulance Services Vendor Presentation Meeting held on December 15, 2010 at 10:00am in Room 1052 located at The Villages Sumter County Service Center, 7375 Powell Road, Wildwood, FL 34785.

Bradley Arnold, William Gulbrandsen and Mike Tucker were present and acting as the Selection Committee. Amanda Taylor was present to represent county staff.

Amanda stated each vendor would have 30 minutes for their presentation and 20 minutes for question and answers (Q&A) with the Selection Committee. Rural Metro would present first and AMR would present last. Amanda reminded all in attendance to be respectful of those presenting. Amanda stated only the presenting vendor and the Selection Committee would be speaking during the Q&A time. Amanda asked everyone to place their cell phones on silence or vibrate out of courtesy.

Rural Metro began at 10:08am with their presentation and ended at 10:38am. Questions began at 10:38am and lasted until 10:58am.

Highlights from Rural Metro's presentation are as follows: 64,896 annually / weekly UH 1,248; Field FTE 54, peak 9 ALS, minimum 6 ALS; annual subsidy \$1,340,000.00; 10 new ambulances; use power-pro stretchers; LP 15 with EKG; an office will be opened in Sumter County to serve constituents; create Sumter County EMS advisory board; have 24/7 available back-up and can pull from other states if needed; renewed 2 year contract with City of Orlando for EMS services while the city does a 20 month feasibility study; use TripTix ePCR system; and uses Tri-Tech for fire dispatch.

Highlights from Rural Metro's Q&A are as follows: change in FTE and subsidy numbers were covered; clinical auditor; communication; coverage of ambulances; and calls would be dispatched out of Orlando station.

Bradley stated that some questions he had needed to be addressed in writing for clarification. The Selection Committee agreed to email the questions, give time for the companies to respond then hold an additional meeting before scoring took place. Both vendors agreed. Bradley stated this would not go to the BOCC for approval on 1-11-2011 and the new BOCC target date would be 1-25-2011.

AMR began at 11:07am with their presentation and ended at 11:37am. Questions began at 11:37am and lasted until 11:57am.

Highlights from AMR's presentation are as follows: 8 ambulances will be provided; an office will be opened in Sumter County to serve constituents; U/UH ration – 0.22%; Track Star to see location of ambulances in real time; can dispatch to fire departments but that fee was not included in the proposal; CAAS accredited; 2 doctors and can be reached 24/7 to who ever is on call when needed; and recruit from Pasco County, Atlanta, and Dallas if needed.

Highlights from AMR's Q&A are as follows: ALS and BLS rate schedule; didn't show non-emergency units in price will have to go back and add them in to price for a truer figure; medical director would be present one day a week in Sumter County; and equipment plan.

Amanda requested that both companies send an electronic version of their presentation from today's meeting.

Amanda stated once questions came in from the Selection Committee Amanda would email them to the companies, the companies would email their responses back to her. The companies understood there was to be no contact between them and the Selection Committee members after today's meeting. Amanda re-stated the new BOCC target date would be 1-25-2011.

The meeting adjourned at 12:02pm.



The following are the issues that I need clarified by AMR and R/M:

1. I need for both to adjust their customer rates to match the current LSEMS rates that are as follows: (BLS, Non-Emergency \$300.00 ; BLS, Emergency \$350.00 ; ALS, Non-Emergency \$430.00 ; ALS, Emergency \$475.00 ; ALS2 \$575.00 ; Mileage \$8.25 / mile; Rural Mileage \$10.50 / mile). This will provide for AMR to include the non-emergency transport operation as well as provide for the appropriate comparison at the adjusted subsidy proposed. This is the first primary work for confirming the costs to each other and to our existing service.
2. AMR to confirm that ALL dispatch will be located in Sumter County
3. AMR to confirm that the open positions for this contract will be considered for displaced LSEMS employees first, before existing AMR employees and general public.
4. AMR to confirm existing and proposed 800MHz radio system upgrade are included in their final pricing.
5. AMR to confirm fire dispatch is not included; however, confirm they are open to providing that service.
6. AMR to confirm CAAS accreditation will be achieved for the Sumter County operation no later than 6 months from the start of operations.
7. R/M to confirm the non-adjusted (see item 1 above) subsidy is \$1,320,000.
8. R/M to confirm 54 FTE for the shift coverage
9. R/M to confirm City of Orlando approved the 2-year extension of service
10. R/M to confirm dispatch will be located in Orlando including fire dispatch if accepted as an additional option for Sumter County
11. R/M to confirm CAAS accreditation will be achieved for the Sumter County operation no later than 1 year from the start of operations.
12. R/M to confirm the number of clinicians (R/M and other) overseen by Dr. Geeslin.
13. AMR to confirm the number of clinicians (AMR and other) overseen by Dr. Nelson.

### **Ambulance Service RFP – Clarifications**

#### **Rural Metro**

- The assumption that a service unit (transport call) would take an average of one hour of crew time is inaccurate given the rural areas of Sumter County – I would recommend that Rural Metro reevaluate the service / unit time for transports in the Sumter County Fire Rescue coverage areas
- It was not this evaluator interpretation that ambulances stationed in Sumter County would be dispatched from as remote a location as Orange County – this location would not be acceptable for possible future integration of fire rescue dispatch into a common center in the opinion of this evaluator – Rural Metro could please reevaluate the possibility of locating a dispatch center in Sumter County (and associated costs) for improved interaction with both fire service agencies
- Rural Metro could please provide a full disclosure of Medical Direction:
  - Who covers for Dr. Geeslin when he is not available?
  - Where is Dr. Geeslin's back-up physician based?
  - What other agencies do Dr. Geeslin and his back-up provide Medical Direction services for in the State of Florida?

### **American Medical Response – AMR**

- Upon review it would appear that AMR proposes less transport units (ambulances) than provided by the incumbent or the alternate proposal – AMR could please provide more detail in call demand / hour / location (systems status management) on how their proposal would NOT be a reduction to the current level of service
- AMR indicates that they could accept and hire all current ambulance service employees assigned to Sumter County at their current rate of pay. AMR proposes a local manager for Sumter County that is a current employee of AMR. How would AMR employ the incumbents assigned to Sumter County including supervisory positions at their current rate of pay while staffing a lesser number of units than currently provided?
- AMR could please provide a full disclosure of Medical Direction: Dr. Nelson is listed as primary Medical Director with Dr. Halpern as his cover (back-up). Is there another layer of physician coverage if neither is available? What other agencies do Dr. Nelson, Dr. Halpern and any other covering physician(s) provide Medical Direction services for in the State of Florida?

### **Questions for Ambulance RFP**

#### **AMR**

1. Can the company provide a list of U/HU numbers for other counties in which they provide emergency services to compare to the number they have generated for Sumter.
2. Are the "Medical Officer of the Day trained to the physician level
3. How does a crew member reach either Dr. Nelson or Dr. Halpren?
4. How often does the medical director interact with the crew members

#### **Rural Metro**

1. Has the city of Orlando extended the contract for Rural Metro?
  - a. Is this extension resulting from an actual feasibility study
  - b. Is this extension resulting simply as part of a permanent transition?
2. Does the profit cap apply to revenues generated from emergency and non-emergency calls?
3. Quality Assurance
  - a. Do 100% of the calls get QAed?
  - b. When does the QA occur
  - c. How many incidents does Tracie Ryan QA and will she be the actual QA officer for the Sumter County operation
4. What is the return rate of the customer satisfaction surveys?
5. Is the one (1) hour task time identified in the proposal based on an industry standard or is this assumption based upon data gathered from within the existing system?

## Sumter County RFP

### Rural/Metro Response to Questions

January 12, 2011

The following are the issues that I need clarified by AMR and R/M:

1. I need for both to adjust their customer rates to match the current LSEMS rates that are as follows: (BLS, Non-Emergency \$300.00; BLS, Emergency \$350.00 ; ALS, Non-Emergency \$430.00 ; ALS, Emergency \$475.00 ; ALS2 \$575.00 ; Mileage \$8.25 / mile; Rural Mileage \$10.50 / mile). This will provide for AMR to include the non-emergency transport operation as well as provide for the appropriate comparison at the adjusted subsidy proposed. This is the first primary work for confirming the costs to each other and to our existing service.

We feel that the proposed marginal rate increase would not have a significant impact on the residents of Sumter County. Our proposed BLS emergency rate is more than \$50 below the average BLS rate stated in the "Florida ADPI EMS Transport Fee Survey April 2010," distributed at the December 15, 2010, meeting. Further, our ALS1 emergency rate was just over \$12 from the average ALS rate provided in the survey. These two bundled rates encompass the majority of the transports generated in the system.

In addition, the insurance payer mix for Sumter County referenced in the RFP—51% Medicare, 8% Medicaid and 15% self pay (no pay), totaling 81% of reimbursements—would not generally be affected by a rate increase. Medicare and Medicaid would continue to pay for services in accordance with their respective fee schedules, and those individuals who are unable to pay or choose not to pay (15% self pay), would continue not to pay for transport. The bulk of the increase would impact contracts and insurers, such as motor vehicle insurance.

However, should the County desire to maintain the current rates, the proposed subsidy would increase by \$200,000 per year for a total of



\$1,520,000 annually, and we would commit to the same terms and conditions as stated in the RFP.

2. Question: AMR to confirm that ALL dispatch will be located in Sumter County

Rural/Metro will commit to locate all Sumter dispatch services within Sumter County—including our offer to provide Fire dispatch services—the cost of which is built into our subsidy requirement.

3. AMR to confirm that the open positions for this contract will be considered for displaced LSEMS employees first, before existing AMR employees and general public.

Rural/Metro commits to offering displaced employees of LSEMS consideration for open positions before existing Rural/Metro employees. We also commit to provide LSEMS employees with compensation and benefits commensurate with or superior to the current provider.

4. AMR to confirm existing and proposed 800MHz radio system upgrade are included in their final pricing.

Rural/Metro will provide 800MHz radio system capable of communication with Fire services as standard equipment in all Rural/Metro response units, as well as the Rural/Metro Communications Center.

5. AMR to confirm fire dispatch is not included; however, confirm they are open to providing that service.

Should the County desire, Rural/Metro will provide Fire dispatch services, with a Communications Center located in Sumter County, utilizing TriTech CAD.

6. AMR to confirm CAAS accreditation will be achieved for the Sumter County operation no later than 6 months from the start of operations.

Please refer to our response to question No. 11.

7. R/M to confirm the non-adjusted (see item 1 above) subsidy is \$1,320,000.  
Please see our response to question No. 1.

8. R/M to confirm 54 FTE for the shift coverage

First, we would like to apologize for any confusion caused regarding this issue at our oral presentation. As it turns out, the number of FTEs outlined in our proposal was correct at 48.

The reason for the confusion is that some in the industry might staff 24-hour units with 7 versus 6 FTEs to cover for vacation and sick time. We proposed to cover these units with 6 FTEs and then built into our budget vacation and sick time coverage using overtime.

Provided below is our proposed schedule, with an additional column for FTE count:

Proposed Rural/Metro Initial Deployment Schedule								
Shift Type	FTE's	Mon	Tue	Wed	Thu	Fri	Sat	Sun
10 Hour - 4 Days	2	7:00	7:00	7:00	7:00	-----	-----	-----
10 Hour - 4 Days	2	-----	-----	9:00	9:00	9:00	9:00	-----
10 Hour - 4 Days	2	8:30	8:30	8:30	-----	-----	-----	8:30
24 Hour - 7 Days	6	6:00	6:00	6:00	6:00	6:00	6:00	6:00
24 Hour - 7 Days	6	6:00	6:00	6:00	6:00	6:00	6:00	6:00
24 Hour - 7 Days	6	6:00	6:00	6:00	6:00	6:00	6:00	6:00
24 Hour - 7 Days	6	6:00	6:00	6:00	6:00	6:00	6:00	6:00
24 Hour - 7 Days	6	6:00	6:00	6:00	6:00	6:00	6:00	6:00
24 Hour - 7 Days	6	6:00	6:00	6:00	6:00	6:00	6:00	6:00
8 Hour - 5 Days	2	-----	-----	16:45	16:45	16:45	16:45	16:45
8 Hour - 5 Days	2	8:00	-----	-----	8:00	8:00	8:00	8:00
8 Hour - 5 Days	2	15:45	15:45	-----	-----	15:45	15:45	15:45
Weekly Unit Hours:		1,248						
Peak Staffing Level:		9						
Minimum Staffing Level:		6						
FTE's Required:		48						

9. R/M to confirm City of Orlando approved the 2-year extension of service  
Yes, the contract has been extended through January 31, 2013, with an option for a 90-day extension from that time.

10. R/M to confirm dispatch will be located in Orlando including fire dispatch if accepted as an additional option for Sumter County



Should the County desire, Rural/Metro will commit to locate all Sumter dispatch services within Sumter County—including our offer to provide Fire dispatch services.

11. R/M to confirm CAAS accreditation will be achieved for the Sumter County operation no later than 1 year from the start of operations.

Rural/Metro's Central Florida CAAS accreditation was renewed on Feb. 28<sup>th</sup> 2010 and extends through Feb. 28<sup>th</sup>, 2013. Any significant change in service, such as expansion, must be reported to CAAS as soon as possible. The CAAS board reviews the change in service and determines whether the current accreditation will cover the change or whether a separate application will be required. We spoke with a CAAS representative regarding the possible expansion into Sumter County, and they stated that the Central Florida accreditation would most likely cover the Sumter Operation beginning day one of the start-up. However, the CAAS board cannot rule on the matter until the County has officially announced the contract award.

If awarded the contract, Rural/Metro will immediately notify CAAS of the change in service as required. If at that time they require a new application, we will make every effort to prepare and forward it to CAAS immediately, if they will accept the application before we begin operations. CAAS will then review the documentation, ask for clarification if needed, arrange for a site review, and present it to the CAAS board for action on accreditation. If an application is necessary, Rural/Metro commits to expedite the process and complete accreditation as quickly as possible but no later than the first anniversary of service.

12. R/M to confirm the number of clinicians (R/M and other) overseen by Dr. Geeslin.

Dr. Geeslin will oversee Rural/Metro's Clinical Quality Improvement Program and be responsible for the medical performance of all employed

Paramedics and EMTs. We anticipate that 48 employees will work directly in the Rural/Metro Sumter County system. Dr. Geeslin is also the Medical Director for Rural/Metro of Central Florida, Sumter County Fire Department and The Villages Public Safety. In addition, he will oversee the performance of the Associate Medical Director (Dr. Frank Fraunfelter) and will work closely and cooperatively with the receiving hospitals' emergency room staff.

13.AMR to confirm the number of clinicians (AMR and other) overseen by Dr. Nelson.

No response necessary from Rural/Metro.

Ambulance Service RFP – Clarifications

Rural Metro

- The assumption that a service unit (transport call) would take an average of one hour of crew time is inaccurate given the rural areas of Sumter County – I would recommend that Rural Metro reevaluate the service / unit time for transports in the Sumter County Fire Rescue coverage areas

As stated in our proposal, we use task time in our capacity planning calculations as a component of estimating demand (which drives staffing levels). What might not have been clear is that when we calculate task time we look at all calls, including those that might be cancelled enroute (the time units are not available to handle other calls). By looking at calls cancelled enroute in addition to those that are transported, the average can be considerably less than one might expect. For example, in Orlando where we have, at times, considerable delays offloading patients at emergency departments, our average task time is 00:50:56 (considerably less than the one-hour estimate used).

Further, we believe our initial deployment plan was conservative enough that if the actual task times are longer we can still meet the response time requirements requested.



- It was not this evaluator's interpretation that ambulances stationed in Sumter County would be dispatched from as remote a location as Orange County – this location would not be acceptable for possible future integration of fire rescue dispatch into a common center in the opinion of this evaluator – Rural Metro could please reevaluate the possibility of locating a dispatch center in Sumter County (and associated costs) for improved interaction with both fire service agencies

Rural/Metro will commit to locate all Sumter dispatch services within Sumter County—including our offer to provide Fire dispatch services.

- Rural Metro could please provide a full disclosure of Medical Direction: Who covers for Dr. Geeslin when he is not available?

Backup coverage for Dr. Geeslin will be provided by Dr. Frank Fraunfelter.

Where is Dr. Geeslin's back-up physician based?

Dr. Fraunfelter resides in Marion County. He is the Medical Director of Marion County and is Associate Medical Director for The Villages Public Services Department.

What other agencies do Dr. Geeslin and his back-up provide Medical Direction services for in the State of Florida?

Dr. Geeslin is currently EMS Medical Director for Sumter County Fire, The Villages Public Safety and Rural/Metro of Central Florida. Dr. Fraunfelter is the Medical Director of Marion County and is Associate Medical Director for The Villages Public Services Department.

#### American Medical Response – AMR ?

- Upon review it would appear that AMR proposes less transport units (ambulances) than provided by the incumbent or the alternate proposal –



AMR could please provide more detail in call demand / hour / location (systems status management) on how their proposal would NOT be a reduction to the current level of service

The County's RFP clearly required a deployment proposal that incorporates both 911 and non-emergency interfacility transports. As required to be a responsive bid, Rural/Metro's deployment plan addresses both 911 and non-emergency interfacility transports.

More importantly, however, the volume of non-emergency transports is so small that if we removed the volume, we would still need the unit hours we proposed in order to meet the 911 response-time requirements. In many respects, the 911 deployment plan requirements in Sumter County are more geographic based than demand based.

The table on the following page provides a breakdown of the call demand by category (nature). One can see that the non-emergency transport demand only makes up 6.9% of the total volume—hardly enough to radically change unit hour deployment:

Sumter County Call Nature Breakdown		
Nature	Total	%
Abdominal Pain / Problems	383	2.9%
ACUITY I (no priority symptoms)	1	0.0%
Allergies (Reactions) / Envenomations (Stings)	122	0.9%
Animal Bites / Attacks	19	0.1%
Assault / Sexual Assault	78	0.6%
Back Pain (Nontraumatic or Nonrecent Trauma)	155	1.2%
Breathing Problems	1,221	9.2%
Burns / Explosion	15	0.1%
Carbon Monoxide / Inhalation / HAZMAT	10	0.1%
Cardiac or Respiratory Arrest	148	1.1%
Chest Pain (not Trauma)	1,368	10.3%
Choking	37	0.3%
Convulsions / Seizures	297	2.2%
Diabetic Problems	252	1.9%
Drowning / Diving / Scuba	3	0.0%
Electrocution / Lightning	2	0.0%
Emergency Transport	103	0.8%
Eye Problems	15	0.1%
Falls	1,513	11.4%
Golf Cart Accident	56	0.4%
Headache	94	0.7%
Heart Problems / AICD	268	2.0%
Heat / Cold Exposure	40	0.3%
Hemorrhage / Laceration	383	2.9%
Inaccessible / Entrapment	3	0.0%
Medical Alarm	293	2.2%
Misc	11	0.1%
Non Emergency Transport	917	6.9%
Not alert (acute change)	1	0.0%
Overdose / Poisoning	67	0.5%
Pregnancy / Childbirth / Miscarriage	64	0.5%
Psychiatric / Abnormal Behavior	18	0.1%
Public Assist	93	0.7%
Sick Person	2,228	16.8%
Special Detail	109	0.8%
Stab / Gunshot / Penetrating Trauma	14	0.1%
Stand By	339	2.6%
Stroke (CVA)	349	2.6%
Structure Fire - Apartment	1	0.0%
Structure Fire - Commercial	13	0.1%
Structure Fire - Residential	62	0.5%
Traffic / Transportation Accident	787	5.9%
Traffic / Transportation Turnpike	41	0.3%
Traumatic Injury (Specific)	253	1.9%
Unconscious / Fainting	680	5.1%
Unknown / Man Down	315	2.4%
<b>Grand Total</b>	<b>13,241</b>	<b>100.0%</b>

- AMR indicates that they could accept and hire all current ambulance service employees assigned to Sumter County at their current rate of pay. AMR proposes a local manager for Sumter County that is a current employee of AMR. How would AMR employ the incumbents assigned to Sumter County including supervisory positions at their current rate of pay while staffing a lesser number of units than currently provided?
- AMR could please provide a full disclosure of Medical Direction: Dr. Nelson is listed as primary Medical Director with Dr. Halpern as his cover (back-up). Is there another layer of physician coverage if neither is available? What other agencies do Dr. Nelson, Dr. Halpern and any other covering physician(s) provide Medical Direction services for in the State of Florida?

### **Questions for Ambulance RFP**

#### **AMR**

1. Can the company provide a list of U/HU numbers for other counties in which they provide emergency services to compare to the number they have generated for Sumter.
2. Are the "Medical Officer of the Day trained to the physician level
3. How does a crew member reach either Dr. Nelson or Dr. Halpern?
4. How often does the medical director interact with the crew members

#### **Rural Metro**

1. Has the city of Orlando extended the contract for Rural Metro?

Yes. The contract has been extended through January 31, 2013, with an option for a 90-day extension from that time.

- a. Is this extension resulting from an actual feasibility study

Yes. Orlando Fire Department will be conducting a 20-month feasibility study to determine if the City should provide EMS transport services, or if the service should continue to be outsourced.



b. Is this extension resulting simply as part of a permanent transition?

The Orlando Fire Chief told us that they are conducting an EMS transport feasibility study over the next 20 months. It was presented to City Council that, upon conclusion of the study, a determination would be made regarding the future of EMS transport after February 1, 2013.

2. Does the profit cap apply to revenues generated from emergency and non-emergency calls?

Yes. We view our Sumter County proposal as a complete system.

3. Quality Assurance

a. Do 100% of the calls get QAed?

Yes, currently R/M reviews 100% of calls. If awarded the contract, the same QA processes would apply in Sumter County. QA staff performs the initial review. The QA Supervisor then reviews all Trauma Alerts, STEMIs, Stroke alerts, Cardiac Arrests, infrequent invasive procedures, and all calls deemed questionable by the initial reviewer.

b. When does the QA occur?

Ideally, all calls are reviewed within 24 hours of completion. Utilizing the ePCR system, we set event "triggers" that notify the Duty Supervisor of situations that require immediate review. Weekend responses are QA reviewed on Monday, or sooner if necessary, by the Duty Supervisor.

c. How many incidents does Tracie Ryan QA, and will she be the actual QA officer for the Sumter County operation?

Tracie and the QA staff review 100% of our ePCR reports. We intend to have the QA Supervisor work in our Sumter County business

office; therefore, Tracie will not be able to provide QA for the Sumter Operation. Rural/Metro will select a candidate with equal or superior qualifications to perform QA for Sumter County responses. We will review the qualifications and seek approval from the Medical Director, Sumter County Fire and The Villages Public Safety prior to extending a job offer. This person will work closely with and under the direction of Dr. Geeslin and the local Rural/Metro General Manager.

4. What is the return rate of the customer satisfaction surveys?

We are seeing a return rate of 7.5% with our current demographic population.

5. Is the one (1) hour task time identified in the proposal based on an industry standard, or is this assumption based upon data gathered from within the existing system?

As stated in our proposal, we use task time in our capacity planning calculations as a component of estimating demand (which drives staffing levels). What might not have been clear is that when we calculate task time we look at all calls, including those that might be cancelled enroute (the time units are not available to handle other calls). By looking at calls cancelled enroute in addition to those that are transported, the average can be considerably less than one might expect. For example, in Orlando where we have, at times, considerable delays offloading patients at emergency departments, our average task time is 00:50:56 (considerably less than the one-hour estimate used).

Further, we believe our initial deployment plan was conservative enough that if the actual task times are longer we can still meet the response time requirements.



*Questions by Selection Committee / Responses by AMR*

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Amanda Taylor  
Board of Sumter County Commissioners  
Financial Services Department  
7375 Powell Road  
Wildwood, FL 34785

Ref: RFP 172-0-2010/AT Emergency Ambulance Services

Dear Ms. Taylor,

Per your request, please find the following responses to the questions related to RFP 172-0-2010/AT Emergency Ambulance Services.

AMR's original response to RFP 172-0-2010/AT focused on the emergency ambulance requirements and therefore did not include aspects of the interfacility ambulance service. You will note that the quantities of resources for production such as ambulances, equipment and personnel, are **all increased**, but the user fees and subsidy requested are **unchanged**. These increases in resources are to reflect the increase in demand for service from combining emergency and non-emergency service. There is no increase in fees or cost to the community because it would not be appropriate for the County to subsidize non-emergency ambulance service.

Please note that each question was left in its original format in ***bold italic font*** and that each response is indicated in regular font. Should any further clarification be needed, please feel free to contact me at your earliest convenience.

Regards,

Tomas Diaz, General Manager

## Questions by Selection Committee / Responses by AMR

***The following are the issues that I need clarified by AMR and R/M:***

- 1. I need for both to adjust their customer rates to match the current LSEMS rates that are as follows: (BLS, Non-Emergency \$300.00; BLS, Emergency \$350.00; ALS, Non-Emergency \$430.00; ALS, Emergency \$475.00; ALS2 \$575.00; Mileage \$8.25 / mile; Rural Mileage \$10.50 / mile). This will provide for AMR to include the non-emergency transport operation as well as provide for the appropriate comparison at the adjusted subsidy proposed. This is the first primary work for confirming the costs to each other and to our existing service.***

As originally proposed in AMR's initial bid, (Section VIII, page 115), the Emergency rates match the rates currently charged by LSEMS. AMR also included an Emergency rate for BLS of \$350.00 that matches the current rates charged by LSEMS.

AMR initially did not include the Non-Emergency rates based on the RFP criteria for 911. The customer rates AMR intends to charge if AMR is named the successful bidder would match the current rates charged by LSEMS (i.e., BLS, Non-Emergency \$300.00; ALS, Non-Emergency \$430.00; Mileage \$8.25 / mile; Rural Mileage \$10.50 / mile).

- 2. AMR to confirm that ALL dispatch will be located in Sumter County.***

AMR confirms that a primary 24 hour dispatch center will be located in Sumter County with redundant back-up operations from Tampa.

- 3. AMR to confirm that the open positions for this contract will be considered for displaced LSEMS employees first, before existing AMR employees and general public.***

AMR confirms that all open positions for field ambulance operations at time of implementation will be considered for displaced LSEMS employees first, existing AMR employees second and qualified persons not currently employed by either LSEMS or AMR if there is still a need for candidates. With the addition of positions for the non-emergency business, there are 61 to 65 Sumter county based full time positions. (For more detail, please also see AMR's response to an unnumbered question on a similar topic, page 5).

- 4. AMR to confirm existing and proposed 800MHz radio system upgrade are included in their final pricing.***

AMR confirms that the existing and proposed 800MHz radio system upgrades are included in their final pricing.

- 5. AMR to confirm fire dispatch is not included; however, confirm they are open to providing that service.***

AMR confirms that fire dispatch is not included in the economic aspects of proposed services. However, we are open to providing that service. AMR has experience in fire service (EMS and fire suppression) dispatch. We need to understand client department policies, procedures and service expectations before a proposal for fire dispatch service can be presented to interested parties

## *Questions by Selection Committee / Responses by AMR*

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- 6. AMR to confirm CAAS accreditation will be achieved for the Sumter County operation no later than 6 months from the start of operations.**

The CAAS Accreditation Review Committee meets on a quarterly basis. AMR confirms that we will have submitted a completed CAAS accreditation packet within 6 months of the award of the Sumter County contract. However, it must be understood that affirmation of accreditation is subject to the timing of the CAAS Accreditation Review Committee's quarterly meeting. AMR has over 40 CAAS Accredited operations, more than any other ambulance provider.

- 7. AMR to confirm the number of clinicians (AMR and other) overseen by Dr. Nelson.**

The Office of the Medical Director for AMR Florida Operations provides clinical oversight for approximately 581 EMTs and Paramedics across the State of Florida. Dr. Nelson does not provide clinical medical direction for any EMS agency other than AMR.

## Questions by Selection Committee / Responses by AMR

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### American Medical Response – AMR

- ***Upon review it would appear that AMR proposes less transport units (ambulances) than provided by the incumbent or the alternate proposal – AMR could please provide more detail in call demand / hour / location (systems status management) on how their proposal would NOT be a reduction to the current level of service.***

AMR's original proposal focused solely on its emergency ambulance service offering and therefore did not include unit hours required for service to non-emergency patients. Combining the resources for both emergency and non-emergency ambulance service is not a reduction, but instead is an increase in resources as compared to that reportedly currently deployed by LSEMS.

In the proposed arrangement the level of service is not defined by the quantity of unit hours, but instead by the response time performance of the contractor. AMR has agreed to a response time measured performance arrangement with Sumter County if awarded the contract. That means that AMR will adjust unit hours as required to meet the response time standards set in the RFP. With this commitment to response time, the quantity of unit hours in the initial system status plan is just that, an initial plan.

Based on our experience in meeting the highest level of customer service and response time compliance in similar communities across the U.S. and Florida, AMR, clarifies that we would deploy an additional 25 percent ambulance unit hours to service non-emergency call requests. Combining the emergency and interfacility transport business as described in the clarifying questions, AMR is committed to providing:

- Ten (10) identical, new ALS equipped ambulances housed in Sumter County, and dedicated to serving Sumter County. This is an increase of two (2) new identical ambulances as detailed in our initial emergency focused proposal.
- Four (4) additional ALS supplied and equipped reserve ambulances in Sumter County to handle any surge in demand for emergency or non-emergency ambulance service. The total quantity of ambulances for emergency and non-emergency as well as reserve is fourteen (14).

AMR, utilizes both proven industry-wide statistical and operational practices common in high performance EMS operations, as well as our proprietary computerized strategic deployment technology, to model and project both the demand for and capacity of ambulance resources. While the mechanism of this technology is proprietary and confidential, AMR's methods included obtaining historical ambulance run and dispatch logs and used this information to estimate demand and related supply requirements. This projection includes variance in demand based on the historical data plus a margin of safety.

The proposed initial geographic deployment plan (station locations) and schedule is described in detail in our proposal. The location of ambulances and quantity of unit hours will be adjusted as needed to meet response time performance expectations.

## Questions by Selection Committee / Responses by AMR

- ***AMR indicates that they could accept and hire all current ambulance service employees assigned to Sumter County at their current rate of pay. AMR proposes a local manager for Sumter County that is a current employee of AMR. How would AMR employ the incumbents assigned to Sumter County including supervisory positions at their current rate of pay while staffing a lesser number of units than currently provided?***

AMR's staffing plan, if selected by Sumter County, expects to hire approximately 61 to 65 employees from the local, Sumter County area.

AMR is committed to offer employment to all current ambulance service employees based on the rate of pay documented as of the date of submission of the original proposal (i.e., 12/03/2010). Furthermore, we recognize that these hard-working people are doing a good job today, and therefore will minimize the pre-employment screening process. Applicants from LSEMS will need only to provide documentation of medical and vehicle operating credentials and pass a post-offer pre-employment drug screen. After the initial transition period, and subsequent applicants will be subject to the standard pre-employment screening process.

Supervisors for the Sumter County operation will be selected from a pool of the best qualified applicants, including applicants from LSEMS as well as current AMR employees. LSEMS supervisors not selected for leadership positions will be offered field positions for which they are qualified at a rate of pay commensurate with the wages they would receive based on ambulance crew roles.

AMR's initial emergency focused staffing plan is outlined in Section I, page 8 and explains that AMR's 911 full time staffing plan will include:

- 32 full time employees (FTE) for field ambulance operations and
- (3) FTE's Supervisors.

To meet the nonemergency staffing needs, AMR proposes our intent to hire an additional 12 to 15 full-time employees (FTEs) to staff these inter-facility ambulances.

Non-field assigned, local full time positions include:

- One (1) Manager (current AMR employee),
- One (1) CES/QA position,
- Eight (8) - FTE Dispatchers,
- One (1) Admin/Patient Billing liaison,
- Three (3) Vehicle Service Technicians (Materials Management)
- One (1) Fleet Maintenance Mechanic



## Questions by Selection Committee / Responses by AMR

- ***AMR could please provide a full disclosure of Medical Direction: Dr. Nelson is listed as primary Medical Director with Dr. Halpern as his cover (back-up). Is there another layer of physician coverage if neither is available? What other agencies do Dr. Nelson, Dr. Halpern and any other covering physician(s) provide Medical Direction services for in the State of Florida?***

Following is a clarification of the medical leadership and quality assurance for AMR in Sumter County:

**The AMR Office of the Medical Director (AMR OMD).** AMR OMD provides clinical oversight for all Florida AMR Operations. The office is headed Dr. Joe Nelson, who resides in Pinellas County, FL. Additional medical oversight is provided by two Associate Medical Directors, Dr. John Halpern (Coral Springs, FL) and a recent addition, Dr. David Erlandson (Key West, FL). Dr. Nelson does not provide clinical medical direction for any EMS Rescue or transport agency other than AMR. He does provide part-time consultative services of a non clinical (not dealing with direct patient care) nature to several EMS training programs/schools and to the State of Florida (through a State contract held by the Florida Association of EMS Medical Directors). Dr. Halpern provides medical direction for a small security agency that employs Paramedics in a gated community in Palm Beach County. Dr. Erlandson does not provide clinical medical direction for any EMS Rescue or transport agency other than AMR. All three physicians are Board Certified in Emergency Medicine and continue to practice as emergency physicians in their communities.

**Clinical/Educational Services Department.** The AMR OMD is supported by three Clinical/Educational Services Department Coordinators (Service areas of Miami-Dade/Monroe, Broward/Palm Beach and Hillsborough/Pasco/Hardee) as well as a group of senior EMS Paramedics who take administrative call (Medical Officer of the Day or MOD). Also, AMR Field Training Officers (FTOs) work jointly under the OMD and CES Department. It is anticipated that the Sumter County Operation will have local CES representation as well as Field Training Officers.

**On-line Medical Direction.** The Medical Director or an Associate Medical Director is on duty and available for consultation on a 24 hour/seven-day-per-week basis. This coverage is indicated on the monthly MOD schedule. While a non physician MOD may be on call for routine or administrative issues (such as questions on Do Not Resuscitate orders), there is always a Physician Medical Director or Associate Medical Director available for medical and/or high level administrative consultation.

**Paramedic Orders.** Paramedics function under "Standing Orders" which do not require contact with either the receiving hospital emergency department physician or the AMR Medical Director/Associate Medical Director. For real-time emergency treatment outside of "Standing Orders", the AMR Paramedic's contact the receiving hospital emergency department physician for orders. The AMR Medical Director/Associate Medical Directors are available continuously and offer a layer of redundancy to hospital professional staff. Typically, the AMR Medical Director/Associate Medical Director is consulted in less urgent situations such as refusals of transport, Critical Care Transport preparation before a patient is moved from the hospital ICU and questions about medications that a patient may have been prescribed.

## *Questions by Selection Committee / Responses by AMR*

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**Off-line Medical Direction.** For offline medical direction issues such as QA meetings, educational programs and protocol revision, the Medical Director is the primary contact with an Associate Medical Director covering on an occasional basis.

## Questions by Selection Committee / Responses by AMR

### AMR

1. Can the company provide a list of U/HU numbers for other counties in which they provide emergency services to compare to the number they have generated for Sumter.

For the purposes of answering this question, AMR is providing a "snapshot" of various comparable areas in which we operate throughout the South Division. Excluded from this snapshot are areas in which AMR operates in the Interfacility Transport market (IFT) and/or is not the primary provider of 9-1-1 services.

	Actual UHU	Budgeted UHU	Deviation	Actual Unit Hours	Budgeted Unit Hours	Monthly Transport Volume
<i>Collin County</i>	0.069	0.083	<i>(0.014)</i>	2,611	2,604	<i>180</i>
<i>Milam County</i>	0.084	0.101	<i>(0.017)</i>	2,230	2,232	<i>187</i>
<i>Duncan</i>	0.171	0.168	<i>0.002</i>	1,736	1,925	<i>296</i>
<i>Hoke County</i>	0.145	0.169	<i>(0.024)</i>	2,997	2,852	<i>434</i>
<i>Alamogordo</i>	0.233	0.168	<i>0.065</i>	2,387	2,648	<i>555</i>
<i>Natchez MS</i>	0.139	0.138	<i>0.000</i>	4,753	4,841	<i>659</i>
<i>Hunt County</i>	0.202	0.211	<i>(0.009)</i>	3,551	3,578	<i>717</i>
<i>Troup County</i>	0.241	0.239	<i>0.002</i>	2,993	2,976	<i>721</i>
<i>Wichita Falls</i>	0.369	0.365	<i>0.004</i>	1,980	2,135	<i>731</i>
<i>Dona Ana County</i>	0.213	0.234	<i>(0.022)</i>	6,061	5,996	<i>1,288</i>
<i>Lake Havasu</i>	0.120	0.121	<i>(0.001)</i>	10,772	10,416	<i>1,292</i>
<i>Amarillo*</i>	0.297	-	<i>0.297</i>	5,358		<i>1,590</i>
<i>Monroe - NLA</i>	0.398	0.365	<i>0.033</i>	5,008	5,238	<i>1,992</i>
<i>Arlington</i>	0.286	0.275	<i>0.011</i>	7,679	7,842	<i>2,197</i>
<i>Gulfport - SMS</i>	0.338	0.317	<i>0.021</i>	16,900	18,144	<i>2,696</i>
<i>Jackson - CMS</i>	0.306	0.267	<i>0.038</i>	16,900	18,144	<i>5,164</i>
Average UHU	0.226	0.215				

\*AMR began operations of the Amarillo business unit in January, 2010. Historical data was not available for AMR to derive a budgetary UHU and budgeted unit hours for the reporting period of FY2010. Amarillo is being utilized in the spreadsheet for the purposes of comparison to Sumter County expectations regarding UHU and unit hours.

2. Are the "Medical Officer of the Day trained to the physician level?

Our Medical Officer of the Day "MOD" schedule is comprised of one (1) physician and one (1) non-physician at all times to provide coverage. The non-physicians are all experienced clinicians with a minimum of more than 15 years of clinical field expertise in a 9-1-1 system and have passed the Medical Operations Manual test with a  $\geq 95\%$  success rate of understanding. The MOD will typically handle issues of a routine or administrative nature while the physician is on call for complex clinical and high level administrative issues. The MOD ALWAYS has the ability to bring the physician on call into the situation without delay. We have used the MOD call schedule for almost twenty years with excellent results.

## Questions by Selection Committee / Responses by AMR

Sample schedule below:

### AMR Florida MOD Schedule

### January 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<b>Note Add New MOD</b> <b>Steve Cerovich (AMR Hillsborough)</b> <b>cell 813 781-1307 Direct Connect 158*17270*52</b>						<b>M. Keating</b> <b>Back-up MD</b> <b>Dr. Nelson</b>
<b>B. Liddle</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>Dr. Nelson</b> <b>Back-up MOD</b> <b>AJ Mangle</b>	<b>M. House</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>T. Diaz</b> <b>Back-up MD:</b> <b>Dr Halpern</b>	<b>S Cerovich</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>AJ Mangle</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>Dr. Nelson</b> <b>Back-up MOD</b> <b>M. House</b>
<b>M. House</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>S Cerovich</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>Dr Halpern</b> <b>Back-up MOD:</b> <b>T. Diaz</b>	<b>B. Liddle</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>T. Diaz</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>Dr. Nelson</b> <b>Back-up MOD</b> <b>M. House</b>	<b>AJ Mangle</b> <b>Back-up MD:</b> <b>Dr Halpern</b>
<b>M. Keating</b> <b>Back-up MD</b> <b>Dr Halpern</b>	<b>T. Diaz</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>S Cerovich</b> <b>Back-up MD:</b> <b>Dr Halpern</b>	<b>B. Liddle</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>Dr Halpern</b> <b>Back-up MOD:</b> <b>T. Diaz</b>	<b>AJ Mangle</b> <b>Back-up MD:</b> <b>Dr Halpern</b>	<b>M. Keating</b> <b>Back-up MD</b> <b>Dr. Nelson</b>
<b>T. Diaz</b> <b>Back-up MD:</b> <b>Dr Halpern</b>	<b>S Cerovich</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>Dr. Nelson</b> <b>Back-up MOD</b> <b>M. House</b>	<b>S Cerovich</b> <b>Back-up MD:</b> <b>Dr. Nelson</b>	<b>Dr Halpern</b> <b>Back-up MOD:</b> <b>B. Liddle</b>	<b>M. Keating</b> <b>Back-up MD</b> <b>Dr. Nelson</b>	<b>AJ Mangle</b> <b>Back-up MD:</b> <b>Dr Halpern</b>
<b>Dr Halpern</b> <b>Back-up MOD:</b> <b>T. Diaz</b>	<b>M. House</b> <b>Back-up MD:</b> <b>Dr Halpern</b>					

### 3. How does a crew member reach either Dr. Nelson or Dr. Halpern?

Crew members may directly contact either Dr. Nelson or Dr. Halpern via the dispatch center utilizing a cell phone or landline. In this manner, all calls may be recorded for Quality Assurance and Quality Improvement purposes. Offline concerns can be directed to the Medical Director via e-mail or during face-to-face meetings. The AMR communication center can link ambulance or portable radios to a Nextel/cell phone for instantaneous telecommunications across multiple media.

### 4. How often does the medical director interact with the crew members?

Ambulance crews have different needs for direct contact with the medical director. Newer paramedics and EMTs may require more educational support and therefore attend more classroom time with the medical leadership team. "Seasoned" medics may require more accountability and coaching and therefore a more individualized discussion as compared to a classroom setting. The medical leadership team monitor each crew member performance and discuss mentoring strategies

## *Questions by Selection Committee / Responses by AMR*

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All personnel have the capability of contacting Dr. Nelson by telephone, email, etc. on a continuous (24/7) basis. Dr. Nelson medical direction is based upon the quality of medical contact in real-time and not quantity. Dr. Nelson actively participates in QA, educational, and other activities and is committed to the notion that the Medical Director and Associate Medical Directors currently do ride along time, and will do ride along time in the Sumter County operation, as well as provide face to face education via lectures, advanced airway, CCT journal club, etc.) and QA meeting contacts. For example, Dr. Nelson currently and actively engages himself on scene at the "12 Hours of Sebring Race Event" every year to interact with the crews and provide real time medical oversight. Dr. Nelson also has sponsored three very lengthy Critical Care Transport classes in the past 2 years in which he has lectured extensively. Most recently, AMR and Dr. Nelson have employed internet based video technology to utilize this educational opportunity to hold simultaneous lectures in Tampa and Miami currently. These are some of the interactions that AMR can do better than most.



RFP 172-0-2010/AT Emergency Ambulance Services Selection Committee meeting was held on 1-14-2011 at 9:30am in Room 102 at The Villages Sumter County Service Center, 7375 Powell Road, Wildwood, FL 34785.

Bradley Arnold, William Gulbrandsen, and Mike Tucker were present as the Selection Committee. Amanda Taylor was present representing county staff.

Mr. Arnold stated he was appreciative that both companies provided additional responses to the questions asked from the Selection Committee. He affirmed that this was not a preliminary exercise being made by Sumter County. Mr. Arnold stated there is an interlocal agreement between Lake and Sumter Counties regarding services for Lake-Sumter EMS. He stated Lake-Sumter EMS has been given a deadline of March 15, 2011 at which time they are to provide detailed information back to Sumter County. There is also a deadline of April 1, 2011 for Lake County or Sumter County to terminate the interlocal agreement. Mr. Arnold then stated October 1, 2011 is still the scheduled implementation date for which company is awarded RFP 172. The Lake-Sumter EMS discussions will occur concurrently with this private provider contract negotiations.

The Selection Committee then discussed amongst themselves the proposals. Mr. Gulbrandsen stated he rated Rural Metro slightly over AMR based on costs and approach to the RFP. Mr. Tucker stated he rated Rural Metro over AMR based on the system design and costs. Mr. Arnold stated he rated AMR slightly over Rural Metro based on back-up – mutual aid component, the fact AMR was a larger company overall, and the key personnel within the organization. Mr. Arnold did state that Rural Metro rated higher in regards to reporting demonstration and the fact that an established relationship with the medical examiner was already in place.

The Selection Committee then scored each company as follows:

AMR	Rural Metro
Arnold 96	Arnold 90
Gulbrandsen 79	Gulbrandsen 84
Tucker 85	Tucker 98
TOTAL: 260	Total: 272

Mr. Arnold stated the recommendation would be to enter into contract negotiations with Rural Metro on 1-25-2011 and if negotiations were not able to be reached then negotiations would be entered into with AMR.

Amanda stated the score sheets would be posted on Demand Star before the end of the day.

The meeting adjourned at 9:53am.

Tucker

Sumter County Board of County Commissioners  
RFP 172-0-2010/AT Emergency Ambulance Services

**PART 2**  
**EVALUATION AND AWARD**

**PROPOSAL EVALUATION**

This Request for Proposal includes following all the procedures in this document and sending the sealed proposal information to the Sumter County BOCC by the due date and time. Once proposals are received, the Selection Committee members will independently review each submittal and score each proposal based on the evaluation criteria. All proposals received in accordance with this Request for Proposals will be evaluated using the following criteria.

Firm: Rural Metro Date: 11/14/11

SELECTION CRITERIA	POINTS ALLOWED	POINTS EARNED
Approach to System Designs	20	18
Clinical and Employment Practices	20	20
Financial Capabilities/Administrative and Report Practices	25	25
Past Experience of Provider and Key Personnel	25	25
<b>Sub-Total Points</b>	<b>90</b>	<del>70</del> 88

References	10	10
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Total Points	100	98
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Recommendation of award will be sent to all submitting vendors. The award will be based on the proposal that is most advantageous to Sumter County. All Selection Committee recommendations are subject to Board approval.

The Selection Committee will meet to evaluate proposals in the located in Room 1052 at 7375 Powell Road, Wildwood, FL 34785, at 10:00am on December 10, 2010.

**PROPOSAL AWARD**

Submitters and vendors registered through [www.demandstar.com](http://www.demandstar.com) will have access to award documents via the website. All others wishing to receive an official tabulation of the results of the opening of this Proposal are to submit a self-addressed, stamped business size (No. 10) envelope. Proposal results may also be requested by telephone, fax or electronic media.

BA

## PART 2 EVALUATION AND AWARD

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Firm: RURAL/MISTRO Date: 1-14-11  
CORPORATION

SELECTION CRITERIA	POINTS ALLOWED	POINTS EARNED
Approach to System Designs	20	15
Clinical and Employment Practices	20	20
Financial Capabilities/Administrative and Report Practices	25	25
Past Experience of Provider and Key Personnel	25	20
<b>Sub-Total Points</b>	<b>90</b>	<b>80</b>

References	10	10
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Total Points	100	90
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**PART 2  
EVALUATION AND AWARD**

*William M. Gulbrandsen, CFO*  


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Firm: Rural Metro Date: 1/14/11

SELECTION CRITERIA	POINTS ALLOWED	POINTS EARNED
Approach to System Designs	20	18
Clinical and Employment Practices	20	17
Financial Capabilities/Administrative and Report Practices	25	20
Past Experience of Provider and Key Personnel	25	21
Sub-Total Points	90	<del>75</del> 76

References	10	8
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Total Points	100	84
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BSA

## PART 2 EVALUATION AND AWARD

### PROPOSAL EVALUATION

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Firm: AMERICAN Date: 1-14-11  
MEDICAL RESPONSES

SELECTION CRITERIA	POINTS ALLOWED	POINTS EARNED
Approach to System Designs	20	20
Clinical and Employment Practices	20	18
Financial Capabilities/Administrative and Report Practices	25	23
Past Experience of Provider and Key Personnel	25	25
Sub-Total Points	90	86

References	10	10
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Total Points	100	96
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Tucker

Sumter County Board of County Commissioners  
RFP 172-0-2010/AT Emergency Ambulance Services

## PART 2 EVALUATION AND AWARD

### PROPOSAL EVALUATION

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Firm: AMR Date: 1/14/11

SELECTION CRITERIA	POINTS ALLOWED	POINTS EARNED
Approach to System Designs	20	10
Clinical and Employment Practices	20	15
Financial Capabilities/Administrative and Report Practices	25	25
Past Experience of Provider and Key Personnel	25	25
<b>Sub-Total Points</b>	<b>90</b>	<b>75</b>

References	10	10
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Total Points	100	85
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William M. Gulbrandsen, CFO  
*William M. Gulbrandsen*

## PART 2 EVALUATION AND AWARD

### PROPOSAL EVALUATION

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Firm: Am R Date: 1/14/11

SELECTION CRITERIA	POINTS ALLOWED	POINTS EARNED
Approach to System Designs	20	16
Clinical and Employment Practices	20	15
Financial Capabilities/Administrative and Report Practices	25	20
Past Experience of Provider and Key Personnel	25	21
Sub-Total Points	90	72

References	10	7
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Total Points	100	79
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